

Kent

## MASTERLINK USE-CASE SCENARIOS

### SYSTEM FUNCTION GROUP: JobCreation

#### TITLE: Create AssessmentJob

DESC: Create an instance of a Job when the Target may or may not be known.

RESULTS: An assessment Job is added to the PendingJobOrders collection.

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#### TITLE: Create DataCollectionJob

DESC: Create a Job to gather relevant information about a Target.

RESULTS: A Job will be added to the PendingJobOrders collection.

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#### TITLE: Create MaintenanceJob

DESC: Create a non-system generated maintenance Job.

RESULTS: A non-system generated MaintenanceJob is added to the PendingJobOrders collection.

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#### TITLE: Create PlannedJobs

DESC: An operation to construct all System-Generated activities.

RESULTS: Puts newly system-created Jobs in the PendingJobOrders collection.

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#### TITLE: Create ProjectJob

DESC: Define work to be done that may consist of one or more Jobs.

RESULTS: One or more Jobs, identified as being a part of a Project, are added to the PendingJobOrders collection.

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#### TITLE: Create RepairJob

DESC: Create an Unplanned Event for some Target.

RESULTS: A RepairJob is added to the PendingJobOrders collection.

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#### TITLE: Delete PendingJobOrder

DESC: Gives users the ability to delete instances of the PendingJob Orders collection.

RESULTS: A deleted PendingJobOrder.

Exhibit 1B

# MASTERLINK USE-CASE SCENARIOS

## SYSTEM FUNCTION GROUP: JobCreation

**TITLE:** Delete PendingJobOrder

**DESC:** Gives users the ability to delete instances of the PendingJob Orders collection.

**RESULTS:** A deleted PendingJobOrder.

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**TITLE:** Modify PendJobOrdPriority

**DESC:** Gives users the ability to change the priority of a PendingJobOrder in order to change it's Scheduling position.

**RESULTS:** A Job that will be reviewed differently by the Scheduler.

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## SYSTEM FUNCTION GROUP: JobExecution

**TITLE:** Add Reference

**DESC:** Gives users the ability to indicate a second (or more) call for the same problem on an existing Job.

**RESULTS:** Updated Job record.

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**TITLE:** Cancel Job

**DESC:** Gives users the ability to remove a Job that has been created for a Target that already has a Job on it for the same reason.

**RESULTS:** A deleted Job.

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**TITLE:** Close Task

**DESC:** Allows the mobile worker to record all actions taken in a given task. Also records the time used to perform the task.

**RESULTS:** A closed Job, or display of the next task in sequence.

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**TITLE:** Design Data Inquiry

**DESC:** Allows the Mobile Worker to search for design data, e.g., Make/Model/Serial, of a Target.

**RESULTS:** Pertinent Job data for the Mobile Worker.

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# **MASTERLINK USE-CASE SCENARIOS**

## **SYSTEM FUNCTION GROUP: JobExecution**

### **TITLE: E-Mail**

**DESC:** Allows the invocation of E-Mail services.

### **RESULTS:**

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### **TITLE: EndShift**

**DESC:** Allows the mobile worker or other Resources to tell the system that it is time to go home.

**RESULTS:** A checked-out Resource.

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### **TITLE: Get MoreJobs**

**DESC:** The mobile worker will invoke this operation if he/she completes all Jobs on the current WorkSchedule.

**RESULTS:** Additional Jobs being added to the current WorkSchedules.

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### **TITLE: Management Assignment**

**DESC:** Allows management to override the Scheduler, e.g., if the Scheduler cannot find an acceptable Resource one can be assigned by a manager.

**RESULTS:** An update to a Resource's WorkSchedule and is transmitted to the handheld.

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### **TITLE: Mgmt Reassignment**

**DESC:** Allows management to remove an active JobAssignment from one Resource to another.

**RESULTS:** A Job removed from one Resource and given to another.

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### **TITLE: Output TargetDefects**

**DESC:** Gives the Mobile Worker the ability to display a list of defects that have been reported on a specific Target.

**RESULTS:** A report.

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### **TITLE: Pause Task**

**DESC:** Allows the mobile worker to interrupt a Job in progress for some reason, which must be recorded. Any time elapsed during pause is added to the indirect time for that Resource.

# **MASTERLINK USE-CASE SCENARIOS**

## **SYSTEM FUNCTION GROUP: JobExecution**

**TITLE:** Pause Task

**DESC:** Allows the mobile worker to interrupt a Job in progress for some reason, which must be recorded. Any time elapsed during pause is added to the indirect time for that Resource.

**RESULTS:** An interrupted Job.

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**RESULTS:** An interrupted Job.

# **MASTERLINK USE-CASE SCENARIOS**

## **SYSTEM FUNCTION GROUP: JobExecution**

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### **TITLE: Related Target Inquiry**

**DESC:** Allows the Mobile Worker to search for information about Targets that are related to the current Job Target, e.g., electrical panel xx, or chilled water pumps, that are related to an Air-handler.

**RESULTS:** Useful Job information for the Mobile Worker.

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### **TITLE: ReOpen AssessmentJob**

**DESC:** Gives management the ability to reopen an AssessmentJob that was closed because the Resource dispatched by the System could not perform the assessment.

**RESULTS:** A new Resource would be manually attached to the AssessmentJob.

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### **TITLE: Report Defects**

**DESC:** Gives the mobile worker the ability to record defects observed while working on a given Job.

**RESULTS:** Potentially a new Job will be created or, at least, pertinent data will be recorded.

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### **TITLE: Resume Task**

**DESC:** Allows the mobile worker to resume a Job at the point where it was paused.

**RESULTS:** A resumed Job.

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### **TITLE: Skip Task**

**DESC:** Allows the mobile worker to not perform a given task. A reason must be given.

**RESULTS:** An assigned task not being completed, and additional time being added to the indirect labor record for this resource.

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### **TITLE: Start Job**

**DESC:** Allows the system to start collecting "direct" time for a given Job, and enables the display of the first task in sequence for that Job.

**RESULTS:** Clock is started and details are revealed in sequence.

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# **MASTERLINK USE-CASE SCENARIOS**

## **SYSTEM FUNCTION GROUP: JobExecution**

### **TITLE: Start Shift**

**DESC:** This operation is invoked at login time by a mobile worker at the beginning of a shift in order to download the current WorkSchedules for the Resources supported on a particular handheld device.

note: this operation also starts the clock to start tracking all "direct" and "indirect" mobile worker time during a shift.

**RESULTS:** The mobile worker gets a current WorkSchedule.

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### **TITLE: Target History Inquiry**

**DESC:** Allows the Mobile Worker to search active JobHistory collection to learn what activities have been performed over some specified period of time.

**RESULTS:** A Target history.

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### **TITLE: Update MobileWorker Stat**

**DESC:** Gives users the ability to find out the current status of all or part of the Mobile Workforce.

**RESULTS:** A report.

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## **SYSTEM FUNCTION GROUP: JobScheduling**

### **TITLE: Dispatch Job**

**DESC:** A Job is physically delivered to the Resource it has been assigned to.

**RESULTS:** Mobile Worker receives an assignment.

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### **TITLE: Add Resource to Job**

**DESC:** This is used by Management to add an additional resource to a Job in a currently either in the PJA or DJA collections.

**RESULTS:** A resource/s will be added to the Crew on a Job.

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# **MASTERLINK USE-CASE SCENARIOS**

## **SYSTEM FUNCTION GROUP: JobScheduling**

**TITLE:** Delete PendingJobAssign

**DESC:** Gives users the ability to delete an instance of a PendingJobAssignment.

**RESULTS:** A deleted PendingJobAssignment.

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**TITLE:** Schedule ShiftJobs

**DESC:** Invokes the Scheduler to create WorkSchedules for a supplied list of Sites and Resources for a shift.

**RESULTS:** WorkSchedules are created for all valid Resources.

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**TITLE:** ScheduleJob

**DESC:** Invoke the Scheduler to assign a time and Resource for an instance of a PendingJobOrder that was added after a normal scheduling event.

**RESULTS:** A Job is added to the PendingJobAssignments collection.

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## **SYSTEM FUNCTION GROUP: MgmtReporting**

**TITLE:** Job History Reports

**DESC:** Gives users the ability to create reports using various parameters, e.g., byType, byResource, etc., etc..

**RESULTS:** A report.

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**TITLE:** Output DispJobAssignments

**DESC:** Report on the contents of the DispatchedJobAssignment collection.

**RESULTS:** A report.

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**TITLE:** Output DispWorkSched

**DESC:** Report on the DispatchedWorkSchedules collection.

**RESULTS:** A report.

# **MASTERLINK USE-CASE SCENARIOS**

## **SYSTEM FUNCTION GROUP: MgmtReporting**

**TITLE:** Output JobInfo

**DESC:** Reports on specific instances of the Job collection.

**RESULTS:** A report.

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**TITLE:** Output PendingJobAssign

**DESC:** Report on the contents of the PendingJobAssignments collection.

**RESULTS:** A report.

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**TITLE:** Output PendingJobOrders

**DESC:** Report on the contents of the PendingJobOrder collection.

**RESULTS:** A report.

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**TITLE:** Output PendWorkSched

**DESC:** Report in the contents of the PendingWorkSchedule collection.

**RESULTS:** A report.

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**TITLE:** Output ResourceInfo

**DESC:** Gives management the ability to query the System for information about any Resource in the system, e.g., location, availability, etc..

**RESULTS:** Useful Management information about Resources.

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**TITLE:** Output WorkSchedInfo

**DESC:** Reports on specific instances of the WorkSchedule collection.

**RESULTS:** A report.

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**TITLE:** Policy Effectiveness

**DESC:** Gives management the ability to monitor the effectiveness of various Policy decisions, e.g., is a stated frequency on Air-handler maintenance producing the desired results.

**RESULTS:** A report.

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# MASTERLINK USE-CASE SCENARIOS

## SYSTEM FUNCTION GROUP: MgmtReporting

**TITLE:** Resource Effectiveness

**DESC:** Allows management the ability to use various measures to determine the effectiveness, e.g., productivity measures.

**RESULTS:** A report.

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**TITLE:** Target Effectiveness

**DESC:** Allows management to use various measures to validate the operating effectiveness of various Targets.

**RESULTS:** A report.

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## SYSTEM FUNCTION GROUP: Policy

**TITLE:** Review Created Job Order

**DESC:** Allows management to review new instances of CreatedJobOrders to validate or reject them.

**RESULTS:** A new PendingJobOrder that is allowed to be shown to the Scheduler, or an eliminated PendingJobOrder.

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## SYSTEM FUNCTION GROUP: SystemInit

**TITLE:** Maintain JobTypes

**DESC:** Gives context to Job(s), e.g., Planned Maintenance Job.

**RESULTS:** A method of classifying Jobs.

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**TITLE:** Maintain Resource

**DESC:** A resource is a human used to accomplish work, e.g., a manager, a mechanic, etc..

**RESULTS:**

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**TITLE:** Maintain Target

**DESC:** Input information about a specific Target, that may be related to other similar Targets with the same TargetDefinition.

**RESULTS:** A new record is added to the collection of Targets in the system.

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# MASTERLINK USE-CASE SCENARIOS

## SYSTEM FUNCTION GROUP: SystemInit

**TITLE:** Maintain TargetDefinition

**DESC:** Use a template to record information about what defines a Target.

**RESULTS:** A new template definition is added to collection of definitions.

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**TITLE:** Maintain TaskDefinitions

**DESC:** Task Definitions are the templates used to describe tasks to be performed on Targets.

**RESULTS:**

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**TITLE:** Maintain UsageTypes

**DESC:** UsageTypes give context to Location definitions.

**RESULTS:** One or more UsageType(s) are created, updated, or deleted.

---

**TITLE:** Output Resource

**DESC:**

**RESULTS:** A report.

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**TITLE:** Output Target

**DESC:** Report on the Target collection.

**RESULTS:** A report.

---

**TITLE:** Output TargetDefinition

**DESC:**

**RESULTS:** A report.

---

**TITLE:** Output TaskDefinition

**DESC:**

**RESULTS:** A report.

# **MASTERLINK USE-CASE SCENARIOS**

## **SYSTEM FUNCTION GROUP: SystemInit**

**TITLE:** Print/Display JobTypes

**DESC:**

**RESULTS:** Displays/Prints a list of JobTypes.

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**TITLE:** Print/Display UsageTypes

**DESC:**

**RESULTS:** Displays or prints a list of UsageTypes.

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Records printed: 58